



The Blue Ribbon Commission on Child Protection Los Angeles County



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**ALLEGHENY COUNTY DEPARTMENT OF
HUMAN SERVICES**

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1996 Deficiencies Identified

Can CYS be Fixed?

Only if local leaders get the political guts it will take to give Children and Youth Services the support and clear mission it needs to protect children

By Douglas Root





**Allegheny County:
The system is
transformed**

“Allegheny County once was a pathetic national disgrace. Today, it is a shining national model. Allegheny County is showing the nation that child welfare systems can be fixed, and it is showing the nation how to fix them.”

**Richard Wexler, Executive
Director, National Coalition for Child
Protection Reform**

***(Source: CNN NewsNight with Aaron
Brown,
Aired: August 14, 2002)***



DHS Placement Trends

	As of 1/1/96	As of 2/14/14
Shelter	214	46
All foster care (total)	2,557	1150
With kin	643	724
With non-kin	1,914	426
Group Home	119	140
Residential	310	52
Supervised I.L.	118	40
Total	3,318	1431 (57% reduction)



Allegheny County at a glance

- Provides publicly-funded human services to about 20% of the population of Allegheny County
- Manages a total budget close to a billion dollars
- Taps into 160 funding sources
 - Funds more than 300 providers, for more than 1,700 distinct services
 - Employs more than 1,200 individuals



Values and Principles for Integrated Practice



All services will be:

- High quality, comprehensive and accessible.
- Individualized and designed to be respectful of the unique cultural characteristics of each individual and/ or community.
- Integrated and offered through a team approach that recognizes the capacity of individuals and families to identify their own strengths, needs and goals; create relationships and natural supports; and take steps necessary to accomplish these goals.

Allegheny County Department of Human Services Structure and Framework

Program
Offices

Core Enterprise
Business
Functions

Shared Services
Areas

Key
Business
Functions

Software
Applications
Business Tools

Desired
Outcome

DHS Executive Office

Integrated Services

Intellectual Disability and Behavioral Health • Community Services • Area Agency on Aging • Children, Youth, and Families

Intake

Includes call management, client registration, screening, call/intake holding, call/intake routing

Case Management

Includes assessments, case documentation, service planning, service delivery, service outcome definition

Integrated Monitoring

Fiscal, providers/service, compliance.

Provider Management

Provider/facility management, service catalogue, funding source monitoring, provider licensing

Fiscal Management

Payment generation/claims processing, program eligibility inquiry

Administrative and Information Management Services

Human Resources
Payroll
Facilities

Contracts
Administration
and Compliance

Budgets, Financial
Management
and Reports

Information
Systems and Data
Management

Project
Management

Education/
Training &
Organizational
Development

Community
Relations

Data
Analysis,
Research and
Evaluation

Staffing
Civil Service
Employee Relations
Performance
Reviews
Collective Bargaining
Payroll
Facilities
Management

Procurement
New Provider
Application
Contract Workflow
Compliance

Budgeting
Accounts Payable
Central Processing
Unit
Reports
Financial System

Application
Development
Service Desk
Core Technology
User Support

Methodology
Training &
Competence
Project Planning
Portfolio
Management

Training
Change
Management
Strategic Planning
Team Effectiveness
Individual/Agency
Assessment

Media
Web Maintenance
Director's Action
Line (DAL)
Disability Link
Reports

Data Analysis
Research and
Evaluation
Quality
Improvement
Published Reports
Policy and Planning
Data Warehouse

Adult Needs and Strengths Assessment (ANSA)

Electronic Client and Provider System (eCaps)

Query Studio (Reporting)

Allegheny Drug and Alcohol (ALDA)

Master Client Index (MCI)

DHS Intranet/DHS Website (Customer Support)

Homeless Management Information System (HMIS)

Action Tracker

DialTrac - Directors Action Line (Customer Support)

Child and Adolescent Needs and Strengths (CANS)

Master Provider Enterprise Repository (MPER)

Service Desk [Customer Relations Management (CRM)]

Conferencing and Teaming

Data Warehouse (DW)

OnBase (Document Management)

Key Information and Demographics System (KIDS)

Safe Measures (Reporting)

JD Edwards

Integrated and Comprehensive Service to our Consumers, Service Provider Network, and Workforce.
225,000 Consumers • 360 Direct Service Provider Contracts • 1,200 Employees

DHS Technology and Data Sharing



The Data Warehouse Data Sources


Internal Sources:

- Aging
- Children, Youth and Families
- Community Service Block Grant
- Drug & Alcohol
- Early Intervention (partial)
- Family Support Centers
- Head Start (partial)
- Human Services Development Fund
- Homelessness and Housing Supports
- Medical Assistance Transportation Program
- Mental Health
- Intellectual Disabilities

External Sources

- Allegheny County Housing Authority
- Allegheny County Jail
- Allegheny County Medical Examiner's Office
- Department of Public Welfare
- Housing Authority City of Pittsburgh
- Juvenile Probation
- Pittsburgh Public Schools + 9 additional County School Districts
- Allegheny Intermediate Unit
- Adult/family court

DataVue


Help Logout

MCI ID Search Search

[Home/Client Search](#) : [Client Information](#) : [Service Activity](#)

[Home/Client Search](#)
[Search Results](#)
[Client Information](#)
[Demographics](#)
[Service Activity](#)
[Services Rendered](#)
[Placement Activity](#)

Recent Clients

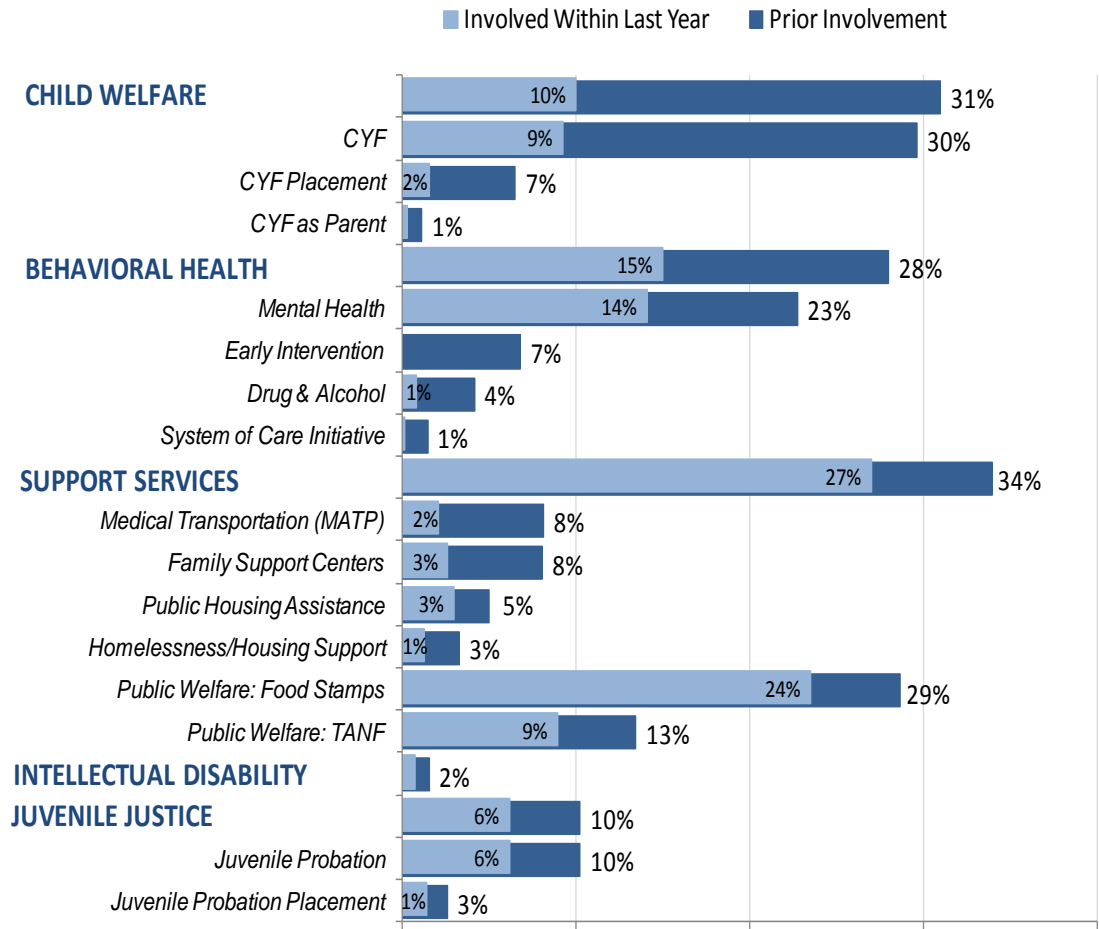
Service Activity

Program Office	Program Office Breakdown	Activity Status	Month	Week
Office of Children, Youth, and Families	CYF Children	Actively case managed	Details	Details
Office of Behavioral Health (Drug and Alcohol)	DA CCBHO	Inactive	Details	Details
DPW	DPW	Eligible Child	Details	Details
HACP	HACP	Inactive	Details	Details
Juvenile Probation Office	JPO	Active	Details	Details
Key Information and Demographic System	KIDS Children	Active CYF Non Placement	Details	Details
Medical Assistance Transportation Program	MATP	Active, not case managed - Non Assessment	Details	Details
Office of Behavioral Health (Mental Health)	MH CCBHO	Actively case managed	Details	Details
Office of Behavioral Health (Mental Health)	MH County	Actively case managed	Details	Details
Maximizing Participation Project	MPP	Inactive	Details	Details
Pittsburgh Public Schools	PPS	Active	Details	Details

Export Service Monthly Activity
Export Service Weekly Activity



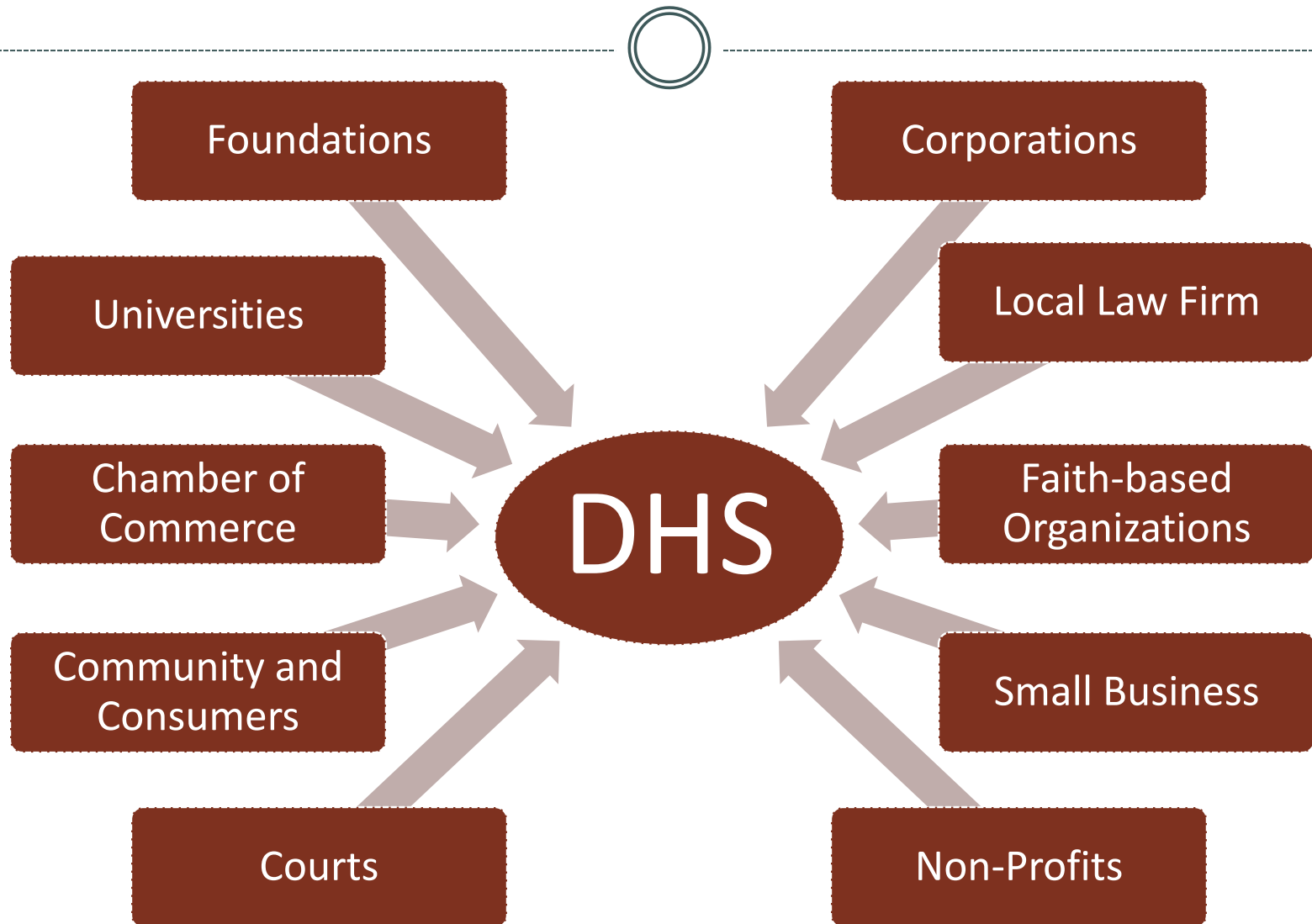
Example: Human Services/Public Schools



53 percent (14,450) of PPS Students have prior Human Service involvement
36 percent (9,750) were involved with a Human Service within the last year



DHS Partnerships



DHS Funding: Public/Private Partnerships



Human Services Integration Fund (HSIF)

- Partnership of 15 local foundations
- Provides flexible funding pool for projects that would be difficult or impossible to fund with government funding

Current and Previous HSIF Members

- Alcoa Foundation
- Anonymous Foundation
- Buhl Foundation
- BNY Mellon Foundation
- Eden Hall Foundation
- The Fine Foundation
- FISA Foundation
- The Forbes Funds
- The Grable Foundation
- The Heinz Endowments
- Highmark Foundation
- Hillman Foundation
- Jewish Healthcare Foundation
- Maurice Falk Foundation
- McAuley Ministries
- Pittsburgh Child Guidance
- The Pittsburgh Foundation
- Richard King Mellon Foundation
- Staunton Farm Foundation
- United Way of Allegheny County

DHS Funding: Public/Private Partnerships



Initiatives Funded by HSIF Include

- Data Warehouse
- JD Edwards Project
- Customer Satisfaction Survey
- Child Welfare Workload Standards Project
- DHS and Public School Data-Sharing Agreements/Partnerships
- Behavioral Health Cost Analysis Study
- Research Agenda and Program Evaluation
- Southwestern PA Community Profiles
- Scholars and Fellows in Local Government
- Local Government Case Competition

Niche HSIF Programmatic Initiatives

- Hearing Officers' Project
- Allegheny County Jail Collaborative
- Mental Health Court
- Housing and Homeless Matching Funds
- Disability Connection

Allegheny County Department of Human Services



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